



NEWS

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Circ 1974).

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NEW YEAR'S RESOLUTIONS FOR TELECOM CONSUMERS

Washington, DC – The FCC's Consumer & Governmental Affairs Bureau (CGB) has some suggestions for New Year's Resolutions to help telecom consumers in 2003.

1. I will check my telephone bill carefully every month to be sure I have not been slammed (<http://www.fcc.gov/cgb/consumerfacts/slamming.html>) or crammed (<http://www.fcc.gov/cgb/consumerfacts/cramming.html>).

2. I will investigate whether a pre-paid calling card could save me money on my long-distance calls (<http://www.fcc.gov/cgb/consumerfacts/prepaidcards.html>).

3. When signing up for wireless phone service, I will read the contract thoroughly, insist that I be given a period of time to test the phone and service before being tied to a long-term contract, and educate myself on wireless service in general (<http://www.fcc.gov/cgb/wirelessphone.pdf>).

4. I will learn about the nationwide conversion to digital television, the most important change in television since the introduction of color. I will learn how it will affect my television broadcast service, and what steps I must take myself to receive TV programming after the conversion is complete. (<http://www.fcc.gov/cgb/consumerfacts/digitaltv.html>).

5. I will familiarize myself with the rules about telemarketing calls, including when the calls are allowed, the information the caller must give, how to get on the caller's do-not-call list, and what I can do if the calls continue (<http://www.fcc.gov/cgb/consumerfacts/tepa.html>).

These are just a few suggestions to get you started. CGB has much more information for consumers on the web site – www.fcc.gov/cgb. In addition, you can call CGB's Consumer Centers with inquiries or complaints at 1-888-225-5322 (CALL FCC) voice; 1-888-835-5322 (TELL FCC) TTY. Both numbers are toll-free.

